

# RETI REELINES

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## FRIENDLY, HELPFUL, KNOWLEDGEABLE Meet RCFCU's New Member Services Call Center Staff

When you call RCFCU, you want to speak with a staff member who can help you with all of your financial needs. RCFCU's Member Services Call Center is designed to do just that.

If you call RCFCU and don't know your party's extension, you will be asked to PRESS 1 on your touchtone telephone — or stay

on the line — for our Member Services Department. The highly-trained and knowledgeable specialists in this department are there to provide personalized attention to all of your financial needs.

The Member Services staff are more than receptionists. They can tell you about our products and services, answer questions, fax and/or mail applications, and help you with many other requests.

The Member Services Call Center is conveniently open from 8:15 a.m. until 5:00 p.m., ET, Monday through Friday. They're even open

from 1:00 p.m. until 2:00 p.m., when most of our branches are closed.

Whether you need help reading your statement, have a question about one of your accounts, or just want to know our current Certificate rates, the staff in Member Services are prepared to help.

Call RCFCU today and let one of our helpful and knowledgeable Member Services staff help you.

Remember: *PRESS 1 for Member Services or stay on the line, and you'll be connected.*

**(910) 774-3400**  
**(800) 782-4670**



Vicky Denny,  
Manager, Member Services

*"Our members are wonderful. And Member Services can help by providing information, answering questions, and helping with a variety of services. Just ask!"*

Robin Huff,  
Member Products  
Assistant

*"I like assisting our members by answering their questions and providing good member service."*



Mary Pickard,  
Member Products  
Assistant

*"I think it's important to really listen. That's what our members want, and I try to do just that."*

Andrea Boles,  
Member Products  
Assistant

*"I have so much fun. I love to help people."*



Deana Roberts,  
Member Products  
Assistant

*"Member service — it's something I really enjoy!"*



Kimberly Corns,  
Member Products  
Assistant

*"Every call is different. But I can help our members with just about anything they need."*



Sherry Sellers,  
Member Products  
Assistant

*"I like working with members and helping them with their financial needs."*

